

## Agency Operations Plan 2015-17

**Agency:**

ND Department of Agriculture
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**Line of Business: (optional)**

State Government – Agriculture
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**Technology Strategy:**

<p>The strategic technology plan for the North Dakota Department of Agriculture is to streamline operations to increase productivity and performance. Provide staff with the appropriate technology, tools and support to deliver the best possible services to the citizens of North Dakota.</p>
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**Technology Infrastructure:**

<p>Our information technology is comprised of desktop support, network services, IT security, hardware/software management, website management, web applications, database management, geographic information systems, telecommunications, software training, wireless communications, software management, computers and other miscellaneous equipment that enable staff to provide high quality services to our citizens.</p>
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<p>Operating under the state's Enterprise IT environment gives us the opportunity to leverage IT infrastructure investments and more efficient management of IT resources.</p>
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**Planned Activities:**

- Continue to use ITD Desktop Support Service Level Agreement for hardware and software deployment, device support, and access/authorization and security management. Currently have over 130 computers, 60 printers, 6 scanners, and 63 Verizon devices.
- Conduct a Business Analysis to find more efficient ways to manage routine business and service processes. The main goal will be to identify and model the data and application infrastructures of the department and improve the sharing of information across the divisions.
- Create a business continuity plan ensuring critical IT operations will continue to function even in the event of a disaster.
- Enhance and improve traffic to our websites.
- Continue to grow our geographic Information System by providing accurate and reliable spatial data and services in support of department activities.

**Technologies being considered or investigated:**

- Security
- Social Networking
- Mobility/Connectivity
- Voice-Enabled Technologies
- Audio/Video Conferencing